

# Joanna S. Chan

Superior, CO 80027

joanna.chan@colorado.

---

## Education

*University of Colorado at Boulder*

Master of Science in Environmental Studies/MBA

*Boulder, Colorado*

expected May 2010

*Brandeis University*

Master of Software Engineering

*Waltham, Massachusetts*

Spring 2003

*Indiana University*

Bachelor of Science in Business, Computer Information Systems

*Bloomington, Indiana*

December 1992

## Experience

*Sustainable Travel International*

Summer Intern

*Boulder, Colorado*

May 2008 – September 2008

- Designed and led the Tour Operator Carbon Offset Project (TOCOP) to encourage the use of carbon offset to mitigate climate change
- Promoted sustainable travel to commercial tour operators and universities alumni travel programs
- Analyzed and documented TOCOP result as benchmark for future projects

*Cisco Systems Inc.*

Software Engineer

*Boxborough, Massachusetts*

October 2000 – June 2007

- Worked in the Caching Services Engineering Business Unit which has delivered multiple releases of File Services applications
- Led teams in research, prototype, design, development, testing, deployment and support of various modules of the applications
- Experience working with geographically dispersed teams. Trained engineers in Israel, India and San Jose, US
- Acted as a collaborator to engage Marketing and Sales teams in reviewing customer requirements and product competitiveness
- Received 3 outstanding achievement awards

*Revelwood Inc.*

Senior Software Developer

*New York City, New York*

April 1999 - August 2000

- Re-engineered and managed the development of SmartSite, a platform for creating and deploying web pages that display real-time On Line Analytical Processing (OLAP) data
- Introduced the use of Object Oriented Design and Analysis (UML) to the project; established coding standard, style and convention
- Researched and studied new technologies, processes and products to guide technical directions

*FedEx*

Technical Advisor

Senior Programmer Analyst

Programmer Analyst (Contracted by SCB Computer Technology Inc.)

*Memphis, Tennessee*

February 1999 - March 1999

January 1998 - February 1999

April 1997 - January 1998

- Designed and developed Java Enterprise Telemarketing System (JET), an internationalized object oriented framework for developing client/server telemarketing campaigns
- Monitored production systems and supported a call center of 150 representatives plus 30 staff members
- Led a team of five programmers in developing fast cycle telemarketing campaigns which generated \$175 in revenue for each completed customer contact. Re-engineered the Business Bonus Campaign which generated \$11 million incremental annual revenue in 1998
- Received 5 outstanding performance awards

*Electronic Data Systems Corporation, Indiana Title XIX Account*  
Systems Engineer

*Indianapolis, Indiana*  
June 1996 - February 1997

- Enhanced and maintained the Medicare AIM system for the State of Indiana

*Wolfe & Swickard Machine Co., Inc.*  
Systems Analyst

*Indianapolis, Indiana*  
April 1993 - June 1996

- Developed Windows applications, built an audit system to analyze productivity using statistical process control and mathematical modeling
- Participated in MIS strategy planning, created system documents, and provided end user training
- Responsible for hardware, software and network troubleshooting

### **Volunteer Experience & Community Activities**

- Hummingbird researcher, USGS Bird Banding Laboratory, 2006 – present
- Block Leader, Colorado Breeding Bird Atlas II, 2007 – present
- Trip Leader, Boulder Bird Club, 2007 - present
- Researcher/Trip Leader, Christmas Bird Count, National Audubon Society, 1999 – present
- Volunteer, Beach/Park/Open Space cleanup projects, NY, MA, CO, 1999 – present
- Field volunteer, Bird-a-thon, Massachusetts Audubon Society, 2001 – 2005
- Volunteer, New York Cares, NYC, 1999 – 2000
- Volunteer, Arts in the Park, Memphis, TN, 1998
- Volunteer, Habitat for Humanity, Memphis, TN, 1998

### **Scholarship & Awards**

- University Fellowship, Environmental Studies Program, Spring 2008
- University Fellowship, Environmental Studies Program, Spring 2009
- Leeds School of Business Fellowship, MBA Program, Fall 2008

### **Additional Information**

Cornell Lab of Ornithology, Home Study Course in Bird Biology Certification, February, 2007